

**PSS Case Information**

ID	9001166
Description	DM: Separation consultation - Attorney client privilege
Assigned To	TPizarro
Categorization	PRSC General HR Questions/Policy - > Separation Consultation
Status	Closed
Priority	High - B
Activity	
Keyword	
Recall	
Reminder	<input type="checkbox"/>

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**Details**

*Off Cycle Payment	No
*Payroll Area	NY (NY,CT,RI,PASQUA (NY))
*State / Province	New York
*Type of Action	Action Request
Due Date	01/10/2011
*Store / Cost Center #	11649

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**Resolution Codes**

Resolution 1	Completed
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**Customer Information**

ID	1088330
Customer	Serenity Marshall


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**Contact Information**

Contact: Jennifer Anne Gurtov  
Partner #: 282805  
Store #: 390830  
Phone:  
Fax:  
Company:  
Title:  
Dept:  
Email:  
Address:

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**Notes**

 \*\*\*\*\* Entered By: Tina Pizarro @ 03/02/2011 04:46 PM \*\*\*\*\*

talked with DM Jen Gurtov  
she stated that she had the conversation with Serrnity yesterday and another DM was present  
she stated that she told Serenity that she was separated for falsifying the books and not taking  
the deposit to the bank on numerous occassions.  
I asked DM Jen about the questions we discussed last time and what was Serenity's  
response? Jen paused for a minute and stated can you elaborate? I told her that last time we

talked, we talked about bringing up what she has already admitted to and to question the extra pieces that were discovered during the investigation. Jen apologized and stated that maybe she misunderstood our conversation and did not ask those questions. (our last conversation was very clear, I think she might have forgot) I told Jen well it was a week ago and that was alot of detail, I told her that is okay and I feel good about the separation as the SM had a number of policy violations. DM agreed and stated that Serenity got up during the conversation and walked out and called PRM Nancy and talked to her about the situation and eventually hung up on Nancy when Nancy was asking questions about the books. DM Jen also stated that Serenity said she was going to call business ethics as she does not believe she should be fired without any write-ups. I let DM Jen know that her claims will be reviewed and we can go from there. Jen thanked me for my time and we discussed her other case.

\*\*\*\*\* Entered By: Tina Pizarro @ 02/21/2011 10:49 AM \*\*\*\*\*

REDACTED

\*\*\*\*\* Entered By: Tina Pizarro @ 02/16/2011 03:47 PM \*\*\*\*\*

REDACTED

Called benefits, Serenity is due to return March 1, no extension request on file with benefits or Unum

\*\*\*\*\* Entered By: Tina Pizarro @ 02/15/2011 12:39 PM \*\*\*\*\*

REDACTED

\*\*\*\*\* Entered By: Tina Pizarro @ 02/08/2011 09:51 AM \*\*\*\*\*

REDACTED

\*\*\*\*\* Entered By: Tina Pizarro @ 01/25/2011 09:15 AM \*\*\*\*\*

REDACTED

\*\*\*\* Entered By: Tina Pizarro @ 01/14/2011 07:31 PM \*\*\*\*

REDACTED

\*\*\*\* Entered By: Tina Pizarro @ 01/12/2011 11:02 AM \*\*\*\*

Talked with DM Jennifer

Jennifer will fax me her statement when the SM admitted to falsifying the books to hide the fact that the SM was not taking the deposits to the bank on a daily basis. DM Jennifer stated that she found multiple days in which the deposits were not taken to the bank and were just sitting in the store--we discussed that is a major violation of the safety and security policy, in addition to the falsifying of records which is a violation of the partner guide policies. DM Jennifer stated that she also discovered that on a regular basis the store was short \$300-\$400 per month, the SM was not conducting till audits and the DM stated it is suspicious where the money has gone and was wondering if the books were being manipulated to make up for the lost amounts. DM Jennifer will send me the entire file and her statement of the conversation with SM Serenity.

SM Serenity is currently out on LOA, I advised I will present to legal to determine if we can move forward with separation while on LOA

\*\*\*\* Entered By: Tina Pizarro @ 01/10/2011 12:37 PM \*\*\*\*

LVM for Jennifer

on vm, I let Jennifer know that it appears the SM violated our policy under section 11 of the partner guide and has a case of serious misconduct that can result in immediate termination, "falsification or misrepresentation of any company document", I asked Jennifer to let me know if any money was missing and any other details that weren't captured here, I let her know from the notes it appears the SM does admit to the situation and I agree with the consequence of separation, but would like to discuss further and provided number.

\*\*\*\* Entered By: Stephen Somers @ 01/06/2011 10:51 AM \*\*\*\*

Caller Name: Jennifer Anne Gurtov

Phone Number: 917-975-1331

SSN Verified (Y/N): yes

Caller Position: DM

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SM wants separation consultation for SM issues for cash handling issues

1. DM came in for store tour/eval on 12/22
2. DM noted that deposit records for 12/21 deposit were falsified
3. DM stated paperwork filled out stating deposit was given to bank, but there was no receipt from bank confirming deposit
4. DM found several deposits in safe that have not been deposited with bank
5. SM stated reason for falsifying deposit information is they were having trouble getting time off floor to complete deposit before bank closed, so they would complete the deposit information showing deposit was made even though deposit was not brought to the bank, SM stated they did not want to get in trouble for not making deposits daily

6. DM stated had recently separated another SM for same reason and had another SM having same issues of making sure bank deposits are done daily. Stated recently reset district expectations to ensure deposits are done daily

7. past history with SM over 2 1/2 years, performance has never been consistent (between very poor to very good performance)

8. CA history

02/18/09 - not creating a great working environment, not meeting cleanliness standards, not providing clear direction to team

03/15/10 - for same reasons - not creating a great working environment, not meeting cleanliness standards, not providing clear direction to team

no CA - but coaching conversation around 2009 near prior to 02//18/2009 CA  
for not managing team from cash handling perspective, not evaluating daily records book and coaching team in a timely manner

9.

recent performance review - issues under lead courageously  
not consistently decision making  
not meeting cleanliness standards  
not holding team accountable

10. DM seeking separation consultation, stated has documents of CA and performance reviews if needs to send in additional documentation

0-2 bd tat

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